



Library Assistant (On-Call)

General Information

Classification Code:	ADMAST
Effective Date:	5/16/2023
Pay Grade:	A12
FLSA Status:	Non-exempt

Position Summary

The Library Assistant performs a wide variety of customer service, clerical, and administrative duties for the library and museum. Provides general information assistance to the public in person, over the phone, and online. Performs other work of similar level or nature.

These positions are on-call with no regular schedule and no guarantee of a minimum number of hours per week. Shifts may be outside regular business hours, including evenings and Saturdays.

Classification Characteristics

Administrative Assistants focus on the manner and speed of performing the elements of an operation. This position has a choice, within the limits set by the prescribed operation, as to how the elements are performed, but not as to what elements constitute the operation. Administrative Assistants carry out work and objectives specified by higher level positions.

Essential Duties

The duties listed below are a typical sample; position assignments and tasks may vary.

- 1 Under supervision, performs clerical activities, such as answering phones, sorting mail, filing, typing, word processing, and photocopying and mailing out material as directed. Assists in the preparation of book displays. Promotes events and programs for the public, such as story time, book clubs, summer reading, museum exhibits and collections and other special programs for all ages.
- 2 Sorts materials and items according to established procedure and returns them to shelves, files, or other designated storage areas. Creates and updates patron records. Retrieves, unloads, and distributes items from book drops and bins. May handle cash related to patron accounts, printing in the library, or purchases from the library or museum stores.
- 3 Assists patrons in using library technology, or patron's own technology, to access library services and resources including print, audio-visual, and online resources, and the self-check-out system. Maintains and/or troubleshoots library equipment, such as photocopiers, scanners, and computers, and instructs patrons in proper use of such equipment.
- 4 Answers routine inquiries and refer patrons in need of professional assistance to appropriate staff. Locates and recommends materials for patrons following criteria such as age, education, and interests. Instructs patrons on how to use the library's reference sources and online databases.
- 5 Assists staff in the maintenance of books, periodicals, magazines, newspapers, audio-visual and other materials including museum artifacts.
- 6 Monitors patron behavior; assists in the overall security of the library and museum. Handles or alerts the appropriate staff regarding patron conduct issues and helps enforces the library code of conduct. Takes action to deal with disruptive or problem patrons

Essential Duties

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| 7 | Promotes harmonious interaction and relationships amongst patrons and staff. Interprets and answers questions regarding library circulation policies and procedures. museum collections and basic questions about downtown Springfield. Enforces City and department policies and procedures. Performs work in a safe manner. |
| 8 | Performs other duties of a similar nature or level. |

Functional Specific Responsibilities

Library: Responsibilities include providing circulation, materials processing, basic reference and reader's advisory, and computer assistance to the public. Checks materials in and out of library and places items on hold patrons. Inspects returned items for damages. As directed, classifies and catalogs items according to content and purpose; withdraws items; searches shelves for overdue, missing, or lost materials; cleans, maintains, and makes minor repairs to equipment and materials.

Museum: Responsibilities include opening/closing the building, promoting proper museum etiquette, and ensuring visitors follow gallery rules. Tracks number of visitors, processes sales, returns, and exchanges to the Museum Store. Assists with keeping museum clean and tidy. Monitors museum spaces to ensure artifacts are interacted with in an appropriate manner to maintain safety.

Qualifications

Minimum Qualifications:

- High School diploma or GED and 2 years of progressively responsible support experience.

Licensing/Certifications:

- N/A

Technology Skills:

- Use patron management database to access accounts and library collections and take payments
- Electronic mail software — Email software
- Internet browser software — Internet searching and browsing
- Library software — SirsiDynix Symphony and Enterprise; WorldCat; Novelist
- Office suite software — Microsoft Office, Outlook
- Operating system software — Microsoft Windows
- LibStaffer – the library scheduling software
- Peoplesoft – City software for timecards and benefits information

Knowledge Required:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, and workplace terminology.

Skills:

- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Service Orientation — Actively looking for ways to help people.

Qualifications

- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Abilities:

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Far Vision — The ability to see details at a distance.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

Physical Requirements

Key	None 0% (0 hrs.)					Seldom 1-10% (Up to 1 hrs.)					Occasionally 11-35% (Up to 3 hrs.)					Frequently 36-75% (3-6 hrs.)					Continuous 76-100% (6+ hrs./day)				
	0%	1-10%	11-35%	36-75%	76-100%	0%	1-10%	11-35%	36-75%	76-100%	0%	1-10%	11-35%	36-75%	76-100%	0%	1-10%	11-35%	36-75%	76-100%	0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS												PUSH/PULL													
Standing												0-10 lbs.													
Sitting												11-20 lbs.													
Walking – Even Surface												21-50 lbs.													
Walking – Uneven Surface												51-75 lbs.													
Kneeling												76-100 lbs.													
MOVEMENTS												ENVIRONMENTAL HAZARDS													
Bending/Stooping												Indoors													
Twisting												Outdoors													
Crawling												Dust													
Squatting/Crouching												Fumes/Odors/Gasses													
Balancing												Chemical Agents													
Reach – Overhead												Biological Agents													

Physical Requirements										
Reach – Forward			X			Noise – Low				X
Reach – Backward			X			Noise – Moderate		X		
Climbing – stairs		X				Noise – High	X			
Climbing - ladder	X					Low Light	X			
USE OF HANDS						Heat	X			
Grasping – whole hand				X		Cold	X			
Grasping – pinch grip				X		Restricted workspace	X			
Fine manipulation/feeling				X		Vibration – whole body	X			
Keyboarding				X		Vibration - extremity	X			
LIFT/CARRY						JOB SPECIFIC				
0-10 lbs.			X			Driving – vehicle/equipment	X			
11-20 lbs.		X				Operate foot controls	X			
21-50 lbs.	X					Seeing				X
51-75 lbs.	X					Talking				X
76-100 lbs.	X					Hearing				X
						Extended work hours	X			

Classification History

04/2022 – Created
 2023.05 – Revisions by HR

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____